

DEPARTMENT OF HUMAN SERVICES
SOCIAL SERVICES DIVISION
CHILD WELFARE SERVICES BRANCH

NOTICE OF REQUEST FOR PROPOSAL

The State of Hawaii, Department of Human Services is procuring the following service:

**Home Visiting Services – Statewide
RFP SSD-15-POS-3456**

The new contracts are expected to begin on July 1, 2015.

As of April 15, 2015, interested parties may review the following RFP located on the State Procurement Office website at www.spo.hawaii.gov and see Procurement Notices/Bidding Opportunities.

The Department will conduct a meeting live in Honolulu and via video conference for the neighbor islands to discuss the RFP and answer questions from the community. If you would like to attend please call Ms. Kenwyn Kaahaaina at (808) 586-5706 or email her at kkaahaaina@dhs.hawaii.gov by **12:00 Noon on Monday, April 27, 2015** and provide your name, agency, telephone number, email address, and location where you will be attending the meeting.

The RFP Video Conference meeting will be held as follows. All addresses are the offices of the DHS Benefit, Employment, and Support Services Division (BESSD):

Date:	Tuesday, April 28, 2015
Time:	1:00 p.m. to 4:00 p.m.
Locations:	
Oahu (Honolulu):	Haseko Center, 820 Mililani Street Suite #606
West Hawaii (Kailua-Kona):	Kona Center, 75-5722 Hanama Place Suite #1105
Maui (Wailuku):	Waiehu Beach Center, 270 Waiehu Beach Road Suite #107
Kauai (Lihue):	Dynasty Court, 4473 Pahee Street Suite G

Please note: The Hilo site will be unavailable on the conference date. If Hilo Applicants or others would like to participate in the meeting but are unable to be present at a listed site, please contact Ms. Kenwyn Kaahaaina at (808) 586-5706 and provide your name, phone number, and the agency you are with so that you may participate via phone.

Preliminary written questions will be accepted until 4:30 p.m. on Friday, April 24, 2015. Please direct written submissions to Ms. Kenwyn Kaahaaina by email to kkaahaaina@dhs.hawaii.gov, by fax to (808) 586-5700, or by mail to 810 Richards St., Suite 400, Honolulu, Hawaii 96813. It is strongly recommended that all comments, suggestions, and questions be submitted in writing even if they are discussed with the Department prior to or during the RFP Video Conference meeting.

PLEASE NOTE: The RFP Video Conference meeting is for informational purposes. Participation in the meeting is optional and not required in order to respond to the RFP. Neither the Department nor any interested party responding to the RFP has any obligation under this process.

State of Hawaii
Department of Human Services
Social Services Division

Request for Proposals (RFP)

SSD-15-POS-3456

HOME VISITING SERVICES

STATEWIDE

RFP Posting Date: April 15, 2015

RFP Proposal Submission Deadline:

May 20, 2015, 4:30 p.m.

Hawaii Standard Time

NOTE: *It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP. The State shall not be responsible for an incomplete proposal submitted as a result of the Applicant's not knowing about issued addenda, including additionally requested information or attachments, regarding this RFP.*

DAVID Y. IGE
GOVERNOR



RACHAEL WONG, DrPH
DIRECTOR

PANKAJ BHANOT
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

MEMORANDUM

TO: RFP Proposal Applicants

FROM: Mona Maehara, Division Administrator
Social Services Division

SUBJECT: DEPARTMENT OF HUMAN SERVICES (DHS)
SOCIAL SERVICES DIVISION (SSD)
REQUEST FOR PROPOSALS (RFP)

The State of Hawaii, Department of Human Services, Social Services Division, is currently soliciting proposals from qualified Applicants to provide Home Visiting Services. The attached Request for Proposals (RFP) SSD-15-POS-3456 to provide this service is being issued under Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. Please see the following "Proposal Submission Information Sheet" for important proposal submission information.

An RFP Orientation will be held on April 28, 2015, 1:00 p.m. to 4:00 p.m. Hawaii Standard Time (HST). See 1.7 Orientation, Section 1 of this RFP for further information. All prospective Applicants are encouraged to attend the Orientation. For further information about the Orientation, to participate by phone via teleconference, or for special accommodations, please contact Ms. Kenwyn Kaahaaina, POS Specialist/RFP Contact Person, at (808) 586-5706 or at kkaahaaina@dhs.hawaii.gov.

For questions regarding this RFP see 1.8 Submission of Questions, Section 1 of this RFP for information on the question and answer process.

Thank you for your interest. The DHS looks forward to receiving and reviewing your proposals.

PROPOSAL SUBMISSION INFORMATION SHEET
PROPOSAL SUBMISSION DEADLINE:
MAY 20, 2015, 4:30 P.M., HAWAII STANDARD TIME.

PLEASE READ CAREFULLY AS THE PROPOSAL SUBMISSION INFORMATION
HAS BEEN REVISED.

THE APPLICANT IS REQUIRED TO SUBMIT:

**ELECTRONIC COPIES OF THE PROPOSAL (ONE (1) IN PORTABLE DOCUMENT
FORMAT (PDF) AND ONE (1) IN WORD/EXCEL FORMAT)**

AND

PRINTED COPIES OF THE PROPOSAL (ONE (1) ORIGINAL AND ONE (1) COPY).

**THE COMPLETE PROPOSAL SUBMISSION SHALL CONSIST OF ELECTRONIC
COPIES OF THE PROPOSAL (ONE (1) IN PORTABLE DOCUMENT FORMAT (PDF)
AND ONE (1) IN WORD/EXCEL FORMAT) AND PRINTED COPIES OF THE
PROPOSAL (ONE (1) ORIGINAL AND ONE (1) COPY) RECEIVED BY THE
SPECIFIED DATE AND TIME.**

If both the electronic and printed copies of the proposal are not received by the specified date and time, the proposal submission shall be considered incomplete and **SHALL NOT BE ACCEPTED** for consideration. All proposal submissions shall become the property of the DHS.

1. The electronic copies of the proposal shall be received by **MAY 20, 2015, 4:30 P.M. HAWAII STANDARD TIME (HST). NO EXCEPTIONS SHALL BE MADE.** The electronic copies shall be submitted as follows:
 - a. in person to the DHS office
 - b. by private mail carrier (e.g. FedEx or United Parcel Service (UPS)) or by United States Postal Service (USPS)
 - c. by email to the POS mailbox

If the electronic copies are submitted in person, by private mail carrier, or by USPS they shall be on a **UNIVERSAL SERIAL BUS (USB) FLASHDRIVE/THUMBDRIVE OR A COMPACT DISC (CD)** and be readable by a personal computer system (PCS). The USB or CD shall be received at the address listed below.

If the electronic copies are submitted by email they shall be sent to the email address listed below.

The Applicant bears the complete responsibility for the submission of the electronic copies including assuring their complete, correctly formatted, and timely submission and the risk that the electronic copies may not be readable by the DHS.

2. The printed copies of the proposal shall be received by **MAY 20, 2015, 4:30 P.M. HAWAII STANDARD TIME (HST)**. **NO EXCEPTIONS SHALL BE MADE**. The printed copies shall be submitted as follows:
 - a. in person to the DHS office
 - b. by private mail carrier or by USPS
3. All proposal submissions submitted in person, by private mail carrier, or by USPS shall be enclosed in a sealed envelope identified with the RFP number and the Applicant's name on the outside and a cover sheet on the inside with the RFP number, the Applicant's name, the envelope's contents, and the number of proposal submission pages.

All proposal submissions submitted via email shall include in the email the RFP number, the Applicant's name, the proposal submission attachments, and the number of proposal submission pages. All attachments shall be identified with the RFP number, the Applicant's name or initials, and the attachment's content (e.g. SSD-15-POS-1050, XYZ, proposal application or 15-1050, XYZ, budget).

DROP-OFF ADDRESS:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

EMAIL ADDRESS:

ssdposmailbox@dhs.hawaii.gov

RFP CONTACT PERSON:

Ms. Kenwyn Kaahaaina, POS Specialist
Phone: (808) 586-5706
Email: **kkaahaaina@dhs.hawaii.gov**

PLEASE BE ADVISED:

1. Proposal submissions attempted after **May 20, 2015, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
2. Any private mail carrier or USPS proposal submissions with a date stamp of **May 20, 2015, 4:30 p.m. Hawaii Standard Time (HST)** but received after **May 20, 2015, 4:30 p.m. Hawaii Standard Time (HST)** shall **not** be accepted.
3. All Applicants are **strongly encouraged** to submit the electronic copies of the proposal submission in advance of the proposal submission deadline. This will allow the Applicant the opportunity to: a) assure that they have been received by the DHS in a timely manner, and b) assure that the DHS can read them.
4. Proposals sent by facsimile (fax) shall **not** be accepted.
5. It is the Applicant's responsibility to access the Public Procurement Notices for Solicitations for Health and Human Services on the State Procurement Office website or to contact the RFP Contact Person identified in this RFP regarding any subsequently issued addenda for this RFP which may include a revision to the proposal submission deadline.

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Section 1

Administrative Overview

Section 1

Administrative Overview

The Applicant is highly encouraged to **read each section of the RFP thoroughly**. While sections such as the Administrative Overview may appear similar among RFPs, State purchasing agencies may add additional information as applicable. It is the responsibility of the Applicant to understand the requirements of this specific RFP.

1.1 Procurement Timetable

Note: The Procurement Timetable represents the State's best estimated schedule. If an activity on this schedule is delayed, the rest of the schedule will likely be shifted by the same number of days. Contract start dates may be subject to the issuance of a Notice to Proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	4/15/2015
Distribution of RFP	4/15/2015
RFP Orientation	4/28/2015 1:00 p.m. - 4:00 p.m. HST
Applicants' submission of written questions for written responses deadline	5/4/2015 4:30 p.m.
State purchasing agency's response to Applicants' written questions deadline	5/8/2015
Discussions with Applicants prior to proposal submission (optional)	As needed
Proposal submission deadline	5/20/2015 4:30 p.m. HST
Discussions with Applicants after proposal submission (optional)	As needed
Final revised proposals deadline (optional)	As needed
Proposal evaluation period	5/21/2015 – 5/26/2015
Provider selection	5/27/2015
Statement of Findings and Decision (Notice of Award)	5/27/2015
Contract start date	7/1/2015

1.2 Website Reference

The State Procurement Office (SPO) website is <http://spo.hawaii.gov/>

	For:	Website:
1	Procurement Notices for Solicitations (RFP) website	http://spo3.hawaii.gov/notices/notices
2	Procurement of Health and Human Services	http://hawaii.gov/spo2/health/rfp103f/
3	Hawaii Revised Statutes (HRS) and Hawaii Administrative Rules (HAR) for Purchases of Health and Human Services	http://spo.hawaii.gov/references/
4	Standard Contract – General Conditions (AG103F13)	http://hawaii.gov/forms/internal/department-of-the-attorney-general/ag-103f13-1/view
5	Cost Principles	http://spo.hawaii.gov/for-vendors/vendor-guide/methods-of-procurement/health-human-services/competitive-purchase-of-services-procurement-method/cost-principles-table-hrs-chapter-103f-2/
6	Forms	http://spo.hawaii.gov/all-forms/
7	Protest Procedures/Forms	http://spo.hawaii.gov/for-vendors/vendor-guide/protests-for-health-and-human-services/

Non-SPO websites

Note: Website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <https://portal.ehawaii.gov/>

	For:	Website:
8	Hawaii Compliance Express (HCE)	https://vendors.ehawaii.gov/hce/splash/welcome.html
9	Department of Taxation	http://tax.hawaii.gov/
10	Department of Commerce and Consumer Affairs, Business Registration	http://cca.hawaii.gov/ Click on “Business Registration”
11	Wages and Labor Law Compliance, HRS §103-055	http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm
12	Campaign Spending Commission	http://ags.hawaii.gov/campaign/
13	Internal Revenue Service	http://www.irs.gov/

1.3 Authority

This RFP is issued under the provisions of Hawaii Administrative Rules (HAR) and Hawaii Revised Statutes (HRS) Chapter 103F. The Applicant is charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by the Applicant shall constitute admission of such knowledge on the part of the Applicant.

1.4 RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides the Applicant with an overview of the procurement process.

Section 2, Service Specifications: Provides the Applicant with a general description of the tasks to be performed, delineates the Provider's responsibilities, and defines deliverables, as applicable.

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal Application.

Section 4, Proposal Evaluation: Describes how proposals shall be evaluated by the State purchasing agency.

Section 5, Attachments: Provides the Applicant with information and forms necessary to complete the proposal Application.

1.5 Contracting Office

The Contracting Office is responsible for overseeing the contracts resulting from this RFP including systems operations, fiscal agent operations, and monitoring and assessing the Provider's performance. The Contracting Office is:

Department of Human Services
Social Services Division
Purchase of Services Unit
810 Richards St, Suite 400
Honolulu, Hawaii 96813

1.6 RFP Contact Person

From the release of this RFP until the full execution of the contracts for the awarded Providers, any communication regarding this RFP shall be directed to the sole point-of-contact identified below unless otherwise directed:

Ms. Kenwyn Kaahaaina
Purchase of Services Unit
Phone: (808) 586-5706
Email: kkaahaaina@dhs.hawaii.gov

1.7 Orientation

An RFP Orientation for Applicants regarding this RFP shall be held as follows:

Date:	April 28, 2015	Time:	1:00 p.m. – 4:00 p.m.
Department of Human Services, Benefits, Employment, and Support Services Division (BESSD) Video Conferencing Center (VCC) locations as follows:			
Locations:	Honolulu, Oahu, HI:	Haseko Center, 820 Mililani St., Suite 606	
	Hilo, Hawaii, HI:	Kinoole Shopping Center, 1990 Kinoole St.	
	Kona, Hawaii, HI:	Kona Center, 75-5722 Hanama Pl., Suite 1105	
	Wailuku, Maui, HI:	Waiehu Beach Center, 270 Waiehu Beach Rd., Suite 107	
	Lihue, Kauai, HI:	Dynasty Court, 4473 Pahee St., Suite G	

The Orientation shall be held live at the Honolulu location listed above and via videoconference at the other locations. To attend the Orientation the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov as soon as possible and provide their name, agency, telephone number, and email address as well as the number of people planning to attend the meeting.

If the Applicant would like to attend but is unable to participate at one of the video conferencing centers listed above, the Applicant shall contact Ms. Kaahaaina at (808) 586-5706 or kkaahaaina@dhs.hawaii.gov at least two days before the Orientation and provide the same information detailed above to participate via teleconference.

1.8 Submission of Questions

The Applicant is encouraged to submit written questions to Ms. Kaahaaina at kkaahaaina@dhs.hawaii.gov prior to the Orientation. The Applicant shall have the opportunity to ask questions at the Orientation and answers will be provided at the State purchasing agency's discretion. However, answers provided at the Orientation are intended only as general responses and may not fully represent the State purchasing agency's position. To ensure an answer to an oral question from the Orientation, or to a question that arises after the Orientation, the Applicant shall submit the question in writing after the Orientation but no later than the Applicants' submission of written questions deadline. Formal official responses to the Applicants' written questions shall be provided in writing by the State purchasing agency via an addendum to the RFP.

The Applicants' submission of written questions deadline is **May 4, 2015, 4:30 p.m. Hawaii Standard Time.**

The State purchasing agency's response to the Applicants' written questions deadline is **May 8, 2015.**

1.9 Submission of Proposals

A. Forms/Formats

Forms, with the exception of program specific forms, may be found on the SPO website (see 1.2 Website Reference, Section 1 of this RFP). For program specific forms see the Proposal Application Checklist, Section 5 of this RFP.

1. **Proposal Application Identification Form (SPOH-200)**

This form provides the Applicant's proposal identification.

2. **Proposal Application Checklist**

This checklist provides the program specific requirements, the reference and location of required forms, and how the proposal components shall be ordered and submitted to the State purchasing agency.

3. **Table of Contents**

This sample format is meant to be a guide (see Section 5 of this RFP).

4. **Proposal Application (SPOH-200A)**

This form provides a framework within which the Applicant shall submit comprehensive narratives to address the requirements specified in Proposal Application Instructions, Section 3 of this RFP, including a complete budget.

B. Program specific requirements

See Service Specifications, Section 2 and Proposal Application Instructions, Section 3 of this RFP. For required State and/or federal certifications see Proposal Application Checklist, Section 5 of this RFP.

C. Multiple and alternate proposals

Multiple proposals shall be accepted but alternate proposals shall not be accepted (see Service Specifications, Section 2 of this RFP).

D. Hawaii Compliance Express (HCE)

All Providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for on-line compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial Relations (DLIR), and Department of Commerce and Consumer Affairs (DCCA). There is an annual registration fee for the service (currently \$12.00). The HCE's on-line "Certificate of Vendor Compliance" provides the registered Provider's current compliance status as of the Certificate's issuance date and is accepted for both contracting and final payment purposes. See 1.2 Website References, Section 1 of this RFP for the HCE website address.

1. Tax clearance

Pursuant to HRS §103-53, as a prerequisite to entering into a contract of \$25,000.00 or more the Provider shall be required to have a tax clearance from DOTAX and the IRS. See 1.2 Website References, Section 1 of this RFP for the DOTAX and the IRS website addresses.

2. Labor law compliance

Pursuant to HRS §103-55, the Provider shall be in compliance with all applicable laws of the State and federal governments relating to Payment of Wages, Safety, Workers' Compensation, and Unemployment Compensation. See Section 1, 1.2 Website Reference of this RFP for the DLIR website address.

3. DCCA business registration

Prior to entering into a contract, the owner of any entity doing business in the State, except the owner of a sole proprietorship, charitable organization, unincorporated association, or foreign insurance company, shall be registered and in good standing with the DCCA, Business Registration Division. Also, a foreign insurance company must register with the DCCA, Insurance Division. See 1.2 Website References, Section 1 of this RFP for the DCCA website address.

E. Wages law compliance

By submitting a proposal the Applicant certifies that it is in compliance with HRS §103-55 Wages, Hours, and Working Conditions of Employees

of Contractors Performing Services. See 1.2 Website References, Section 1 of this RFP for the DLIR website address.

F. Campaign contributions by State and county providers/contractors

HRS §11-355 prohibits campaign contributions from certain State and county government providers/contractors during the contract term if the providers/contractors are paid with funds appropriated by a legislative body. See 1.2 Website Reference, Section 1 of this RFP for the Campaign Spending Commission website address.

G. Confidential information

If the Applicant believes any portion of a proposal contains information that should be withheld as confidential, the Applicant shall request in writing for non-disclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note: Expenditure/Item costs are not considered confidential and will not be withheld.

H. Proposal Submission

FOR PROPOSAL SUBMISSION INFORMATION REGARDING THIS RFP PLEASE REFER TO THE PROPOSAL SUBMISSION INFORMATION SHEET AT THE BEGINNING OF THIS RFP.

1.10 Discussion with the Applicant

- A. Prior to the proposal submittal deadline:** Discussion may be conducted with an Applicant to promote understanding of the State purchasing agency's requirements.
- B. After the proposal submittal deadline:** Discussion may be conducted with an Applicant whose proposal is determined to be reasonably susceptible of being selected for award, however, a proposal may be accepted without discussion per HAR §3-143-403.

1.11 Opening of Proposals

Upon the State purchasing agency's receipt of a printed, USB, and/or CD proposal copy at the designated location (including any modifications to and withdrawals

of a proposal), a verification of receipt shall be date-stamped and, if possible, time-stamped for the Applicant's and the State purchasing agency's records.

Upon the State purchasing agency's receipt of an emailed proposal copy at the designated location, a verification of receipt shall be emailed to the Applicant as soon as possible after receipt but no later than May 20, 2015, 5:00 p.m. for the Applicant's and the State purchasing agency's records.

All received printed, USB, CD and/or emailed proposal copies shall be secured by the State purchasing agency and not examined for evaluation purposes until after the proposal submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and fully executed.

1.12 Additional Materials and Documentation

Upon request from the State purchasing agency, the Applicant shall submit any additional documentation/materials reasonably required by the State purchasing agency for its evaluation of the proposal.

1.13 RFP Amendments

The State reserves the right to amend this RFP at any time prior to the final revised proposals deadline.

1.14 Final Revised Proposals

If requested of the Applicant, a final revised proposal shall be submitted in the manner and by the date and time specified by the State purchasing agency. If the final revised proposal is not submitted, the previously submitted proposal shall be the Applicant's final revised proposal. The Applicant shall submit only the section/s of the proposal requiring revision as well as the Proposal Application Identification Form (SPOH-200) (see 1.2 Website Reference, Section 1 of this RFP). After the final revised proposals are received, final evaluations shall be conducted for the contract awards.

1.15 Cancellation of Request for Proposal

This RFP may be canceled and any or all proposals may be rejected, in whole or in part, when it is determined to be in the best interest of the State.

1.16 Costs for Proposal Preparation

Any cost incurred by the Applicant in preparing or submitting a proposal is the Applicant's sole responsibility.

1.17 Provider Participation in Planning

Applicants awarded a contract resulting from this RFP shall be required to participate in the State purchasing agency's future development of a service delivery plan pursuant to HRS §103F-203.

The Providers' participation in the State purchasing agency's efforts to plan for or to purchase Health and Human Services prior to the release of an RFP, including the sharing of information about community needs, best practices, and the Providers' resources, shall not disqualify the Providers from submitting proposals if conducted in accordance with HAR §3-142-202 and §3-142-203.

1.18 Rejection of Proposals

The State reserves the right to consider only those proposals submitted in accordance with all requirements set forth in this RFP, which comply with the service specifications, and which demonstrate an understanding of the problems involved as acceptable. A proposal offering any other set of terms and/or conditions may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- | | | |
|----|--|------------------------|
| A. | Inadequate response to RFP | (HAR §3-143-609) |
| B. | Late proposal | (HAR §3-143-603) |
| C. | Applicant not responsible | (HAR §3-143-610(a)(2)) |
| D. | Proposal not responsive | (HAR §3-143-610(a)(1)) |
| E. | Inadequate accounting system | (HAR §3-141-202) |
| F. | Failure to cooperate or deal in good faith | (HAR §3-141-201) |

1.19 Notice of Award

A Statement of Findings and Decision (Notice of Award) shall be provided by mail (USPS) to all responsive and responsible Applicants for the award or non-award of a contract upon completion of the evaluation of all proposals. The Statement shall provide information regarding only the individual Applicant, not all of the Applicants, as well as the name of the Applicant that the contract was awarded to.

Any contract resulting from this RFP is subject to the approval of the State Department of the Attorney General (DAG) as to form and to all further approvals, including the approval of the Director, as required by statute, rule, regulation, order, or other directive.

No work is to be undertaken by a Provider awarded a contract prior to the contract start date unless otherwise agreed between the State and the Provider (e.g. via a

Notice to Proceed). The State is not liable for any costs incurred prior to the official contract start date without such an agreement.

1.20 Protests

Pursuant to HAR Chapter 148 and HRS §103F-501, an Applicant aggrieved by an award of a contract may file a protest. For the Notice of Protest form (SPOH-801) and related forms see 1.2 Website Reference, Section 1 of this RFP. Only the following matters may be protested:

- A. A State purchasing agency's failure to follow any procedure established by HRS Chapter 103F.
- B. A State purchasing agency's failure to follow any rule established by HRS Chapter 103F.
- C. A State purchasing agency's failure to follow any requirement, procedure, or evaluation criterion in the RFP issued by the State purchasing agency.

The Notice of Protest shall be postmarked by the USPS or hand delivered to: 1) the Head of the State purchasing agency (HOPA) conducting the procurement, and 2) the procurement officer conducting the procurement within five (5) working days of the postmark of the Statement of Findings and Decision (Notice of Award) sent to the Applicant protestor. If delivery services other than the USPS are used they shall be considered hand delivery and the Notice of Protest shall be considered submitted on the date received by the State purchasing agency.

Head of State Purchasing Agency and Procurement Officer
Director of the Department of Human Services
Mailing Address: Department of Human Services P.O. Box 339 Honolulu, Hawaii 96809-0339
Business Address: Department of Human Services 1390 Miller Street, Room 209 Honolulu, Hawaii 96813

1.21 Availability of Funds

The contract award and any allowed extension thereof is subject to allotments made by the State Director of Finance pursuant to HRS Chapter 37 and subject to the availability of State and/or Federal funds.

1.22 General and Special Conditions of Contract

Both General and Special Conditions shall be contractually required (see 1.2 Website Reference, Section 1 and Section 5 of this RFP).

1.23 Cost Principles

To promote uniform purchasing practices among State purchasing agencies procuring Health and Human Services under HRS Chapter 103F, State purchasing agencies shall utilize standard Cost Principles (SPOH-201) (see 1.2 Website Reference, Section 1 of this RFP). The State Cost Principles shall not exempt the Provider from complying with any cost principles under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

2.1 Introduction

A. Overview and purpose

The Department of Human Services (DHS), Child Welfare Services (CWS) is seeking proposals statewide to provide Home Visiting Services, a program promoting positive parent-child relationships and supporting families with children ages zero to three. Home Visiting Services shall provide screenings and assessments to identify children at-risk for sub-optimal health, for developmental delays, and for child abuse, neglect, or threatened harm. Home Visiting Services shall provide family-centered, strengths-based, and culturally appropriate support services within the family's natural environment and focus on the reduction of parental/environmental stressors which is directly related to child maltreatment.

B. Planning activities conducted in preparation for this RFP

- ☒ Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions.
- ☒ Information from other state agencies on services to the same target group.
- ☐ Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals.
- ☒ Views of Provider organizations on how to improve service specifications; a request for information (RFI) process may have been used for this purpose
- ☒ Information from POS monitoring and other reports for current contracts.
- ☒ Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

Planning information may be obtained from Kenwyn Kaahaaina, POS Specialist and RFP contact person, by email at kkaahaaina@dhs.hawaii.gov.

C. Description of the service goals

The goals of the DHS' CWS Branch reflect three, broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. These goals are:

1. The safety of children is the paramount concern throughout service provision, placement, and permanency decisions.
2. When safety can be assured, children should stay with their families. CWS works to support family placement through the provision of timely, appropriate, individualized, and quality service activities. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.
3. Family crises provide opportunities for families to address problems. When timely, appropriate, and high quality services are provided to families in crisis, family members, CWS staff, and Family Court are able to make informed decisions about the biological parents', resource caregivers', and/or adoptive parents' ability to protect and care for the children.
4. Efforts to maintain and reunify families are paramount except when it is determined that children's safety in the family cannot be assured. Risk and safety assessment skills are important in decision-making and in maintaining the quality of child welfare services.
5. Service activities must address the physical, emotional, social, and educational needs of children. Services and supports shall be responsive to children's and family's strengths, needs, values, and preferences, and address their unique capacities.
6. Service activities for families must be relevant, useful, competent, coordinated, and collaborative. Service activities must provide clear and attainable goals and objectives for children and families.
7. Service activities must be culturally appropriate and delivered in a manner that is respectful of the children's and families' cultural and community ties.

The primary goals of Home Visiting Services, in alignment with the CWS Branch goals, are:

1. Reduced child abuse and neglect.
2. Reduced caregiver stress and subsequent risk to children.
3. Improved child adjustment and achievement.
4. Increased family self-sufficiency.

D. Description of the target population to be served

The DHS is committed to building a safe, healthy, and nurturing community that values all families as productive and contributing members. Home Visiting Services is part of the DHS' effort to provide opportunities for families to achieve their highest potential.

In this context, the target population to be served includes families with children ages zero to three years old (up to the child's third birth date) who have been confirmed for child abuse, neglect, or threatened harm, have been referred by CWS, Voluntary Case Management (VCM) Services, or Family Support Services (FSS), and who would benefit from a home visiting program because of parenting issues or potential child developmental delays (which maybe determined by the Provider's staff).

The CWS' initial goal is usually reunification with the parent/s from whom the child was removed at the time of the CWS intake. To support this, the Provider shall prioritize and provide services per the goals received from the referral source. Services to resource caregivers may be given in support of a child placed in a resource home to achieve the goals of the referral source.

E. Geographic coverage of service

Services shall be provided statewide to the geographic areas listed below.

1. Hawaii:
 - a. East Hawaii
 - b. West Hawaii
2. Kauai
3. Lanai and Maui
4. Molokai
5. Oahu:
 - a. Greater Honolulu
 - b. Greater Leeward
 - c. Greater Windward and North Shore

Geographic Area	Zip Codes
East Hawaii	
West Hawaii	
Kauai	
Lanai and Maui	

Molokai	
Oahu: Greater Honolulu Pearl City, Aiea, Kapalama, Sand Island, Downtown Honolulu, Makiki, Waikiki, Waialae, Kahala	96701, 96782, 96813, 96814, 96815, 96816, 96817, 96818, 96819, 96822, 96826
Oahu: Greater Leeward Kunia, Wahiawa, Mililani, Waipahu, Ewa, Kapolei, Waianae	96706, 96707, 96759, 96786, 96789, 96792, 96797
Oahu: Greater Windward and North Shore Hawaii Kai, Waimanalo, Kailua, Kaneohe, Kaaawa, Hauula, Laie, Kahuku, Haleiwa, Waialua	96712, 96717, 96730, 96731, 96734, 96744, 96762, 96791, 96795, 96821, 96825

The Provider shall be responsible for the provision of the full range of services within its contracted geographic area/s; service capacity and staffing will be provided accordingly.

Estimated number of families to be served annually:

1. East Hawaii: 98
2. West Hawaii: 56
3. Kauai: 45
4. Lanai and Maui: 118
5. Molokai: 10
6. Oahu:
 - Greater Honolulu: 155
 - Greater Leeward: 155
 - Greater Windward and North Shore: 155

F. Period of availability, probable funding amounts, and sources

The contracts shall be awarded for an initial term of one (1) year with the possibility of five (5) extensions for one (1) year for each extension, subject to the availability of State and federal funds and the satisfactory performance of services by the Provider as determined by the DHS. The maximum contract term shall not exceed six (6) years from July 1, 2015 through June 30, 2021.

Total funding is anticipated to be \$2,816,000 per year, allocated as follows:

Geographic Areas	Maximum Annual Contract Amount
East Hawaii	\$346,957
West Hawaii	\$199,404
Kauai	\$160,759
Lanai and Maui	\$419,888
Molokai	\$55,369

Oahu: Greater Honolulu	\$544,541
Oahu: Greater Leeward	\$544,541
Oahu: Greater Windward and North Shore	\$544,541

Funding increases and decreases shall also be subject to the availability of State and federal funds, changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), and satisfactory performance by the Provider as determined by the DHS.

Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change per Hawaii Administrative Rules (HAR) §3-149-303(d).

2.2 Contract Monitoring and Evaluation

The criteria by which the performance of the contract shall be monitored and evaluated are:

- A. Quality of Care/Quality of Services**
- B. Output Measures**
- C. Performance/Outcome Measures**
- D. Financial Management**
- E. Administrative Requirements**

2.3 General Requirements

- A. Specific qualifications or requirements, including, but not limited to, licensure or accreditation**

The Provider shall comply with the following requirements as well as the General and Special Conditions, which include further requirements of this contract (see Section 5 of this RFP).

1. The Provider shall provide services in concurrence with Hawaii Revised Statutes (HRS) Chapters 346, 350, and 587; HAR; Code of Federal Regulations, Title 45 – Public Welfare, Part 1340 – Child Abuse and Neglect Prevention and Treatment (45 CFR 1340); and DHS policies and procedures.
2. The Provider shall be a private non-profit organization.
3. The Provider shall be qualified as well as certified, licensed, and/or accredited, as applicable, to perform the services solicited in this RFP.

4. The Provider shall not impose any income eligibility standard on survivors and families as a basis for receiving services provided through this contract.
5. Disagreements may occur between the Provider and the DHS regarding various issues (e.g. the performance of service activities within contracted specifications). The DHS shall make every effort to resolve these disagreements in a manner acceptable to both parties. However, if a disagreement is unable to be resolved acceptably to both parties after significant communication between them has occurred, the DHS shall prevail. If the Provider fails to comply with the DHS' directive, it could be deemed cause for corrective action and/or potential contractual remedies, including contract termination.
6. The contract shall be modified, as necessary, to include changes in the service specifications (e.g. the target population to be served, the geographic location's needs, utilization increases/decreases, service activities, and service delivery), State or federal statutes or rules, and/or the requirements of applicable funding sources. In this event, the DHS shall notify the Provider in writing about the necessity of the change/s and what the proposed change/s will be. The Provider shall have the opportunity to discuss the change/s prior to its/their implementation.
7. The Provider shall participate in quality assurance/improvement projects for research and evaluation purposes as requested by the DHS. Such activities shall include one Child and Family Service Review (CFSR) per year/per qualified staff as arranged by the DHS. Qualifications of the Provider's staff to participate in the CFSR shall be determined by the DHS.

Other quality assurance/improvement activities that the Provider may participate in shall include data collection and requests related to current DHS initiatives, programs, and activities. The DHS may request that the Provider provide records for review for these purposes.

B. Secondary purchaser participation
(Refer to HAR §3-143-608)

After-the-fact secondary purchases shall be allowed.

Planned secondary purchases shall not be allowed.

C. Multiple or alternate proposals
(Refer to HAR §3-143-605)

Multiple proposals shall be allowed.

Alternate proposals shall not be allowed.

D. Single or multiple contracts to be awarded
(Refer to HAR §3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

Single contracts shall be awarded for East Hawaii, West Hawaii, Kauai, Lanai and Maui, and Molokai. Multiple (3) contracts shall be awarded for Oahu.

Multiple contracts may be awarded to one Applicant for different geographic areas.

E. Single or multi-term contracts to be awarded
(Refer to HAR §3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Initial contract term:

One (1) year from July 1, 2015 through June 30, 2016.

The initial term shall commence on the contract start date or Notice to Proceed date, whichever is later.

Number of possible extensions: Five (5) extensions

Length of each extension: One (1) year

Maximum contract term:

Six (6) years from July 1, 2015 through June 30, 2021, subject to the Option to Extend provision of the contract (see #17, Special Conditions, Section 5 of this RFP).

Conditions for extension:

1. Ongoing need for the service as determined by the State.
2. Availability of funding.
3. Acceptable utilization as determined by the State.
4. Satisfactory performance as determined by the State.

5. Satisfactory compliance with the terms and conditions of the contract as determined by the State.
6. Must be in writing, shall allow 30 calendar days for consideration and approval, and shall be executed prior to the contract expiration date.

F. Subcontracting

(Refer to #3.2 General Conditions, Section 5 of this RFP)

Subcontracting shall be allowed with prior written approval from the DHS.

2.4 Scope of Work

The Provider shall provide Home Visiting Services in compliance with and including all of the following tasks and responsibilities detailed below:

A. Service Activities and Service Delivery

The Provider shall provide services to all eligible families. These services are intended to promote the strengthening of the family unit and specifically address the areas of child development, parenting skills, non-physical discipline, family planning, inter-personal relationships, family and social communication, problem identification, problem solving, mental health concerns, anger management, substance abuse, and social and community responsibility. Services shall be provided by a paraprofessional, a nurse (optional), and/or a substance abuse clinical specialist, depending on each family's needs.

The Provider shall provide services to parent/s that identify as Lesbian, Gay, Bisexual, Transsexual, and Questioning (LGBTQ), have Limited English Proficiency (LEP), and/or have physical limitations.

The Provider shall make every reasonable effort to make certain that the available services are provided in a flexible manner to children and families so as to best meet their specific needs, including the times service activities are scheduled, such as in the evenings or on the weekends, so as to accommodate parents' work schedules.

The Provider shall assure and be responsible for the continuity of services in the event of staff illness, medical emergencies, vacancies, or other situations that result in reduced program resources that are less than contracted.

The Provider shall assure that the necessary and appropriate referrals are made to community resources available to families.

The Provider's services shall not exceed 12 months in duration unless the DHS approves an extension.

The Provider shall provide the following core service activities:

1. Initial contact

The CWS, VCM Services, or FSS social worker shall make the initial service referral of the family to the Provider. The Provider shall work collaboratively with the social worker. A face-to-face case conference or telephone consultation shall be held within five working days of the Provider's receipt of the referral. The conference or consultation shall include the input of the parent/s, the social worker, and the Provider. The input of the parent/s, the social worker, and the Provider shall be used to determine the service objectives and goals.

If the Provider is unable to contact the parent/s within five working days, the Provider shall document its efforts and continue concerted contact efforts for approximately 45 days. During that time, the Provider shall contact the social worker periodically to apprise them of the status of their progress.

2. Assessment, linkage, and coordination

The Provider shall complete a comprehensive assessment to evaluate the children's and parents' strengths, needs, and ability to protect children (if a parent) and to determine the service activities needed. Assessments shall be completed by qualified staff, as determined by the Provider, and by staff certified and/or trained in administering the assessment tool/s, as applicable. All assessment tools shall be selected by the Provider and approved by the DHS.

Assessment tools shall be administered by the Provider as often as required to evaluate the effectiveness of the services provided and measure the client's progress, minimally at intake and discharge or according to the guidelines of the assessment tool.

The Provider shall also provide linkage and coordination with appropriate community resources to facilitate service delivery of the necessary service activities.

3. Parental life skills

Components may include, but are not limited to, parent and/or family activities focusing on:

- a. Educating parents about how to interact with other people more productively, including providing assertiveness training.
- b. Increasing parental understanding about other relevant issues such as the dynamics of abuse and underlying causes of child abuse.
- c. Building parental child protective abilities.
- d. Assisting parents in developing concrete, everyday problem-solving abilities.
- e. Assisting and supporting parents with substance abuse problems. This shall include facilitating parents' understanding about what effect their substance abuse has on their child/ren and encouraging their participation in treatment services.
- f. Providing information about normal child development stages in order to enhance child management skills. This may be taught in a group format using simple, concrete techniques, educational materials, and skill building exercises.

4. Counseling services

The Clinical Specialist (CS) shall provide parent and/or family counseling based on the goals agreed upon in the Family Support Plan (FSP) (see 2.4 A. 5. b., Section 2 of this RFP). Services may be provided for one to two hours weekly or more, depending on the needs of the family, inside or outside of the home, whichever is preferable to the family. Services shall be intensive and focused on issues that present risk to children. Services provided by the Provider to families with a goal of family reunification may include the following:

- a. Building communication skills.
- b. Building problem-solving skills.
- c. Building coping skills.
- d. Child development education.
- e. Behavior management training.

5. Home visiting

The Provider shall utilize a team approach in supporting the family by setting meaningful goals, sharing child development information, and enhancing family functioning. Services shall minimally include:

- a. Development of a Family Support Plan (FSP) within 45 days of the referral. During the initial case planning phase, the Provider shall specify in the FSP how services will be provided

to the family and how additional services will be identified, planned, and implemented as agreed upon by the parent/s, the social worker, and the Provider.

Development of a FSP shall include collaboration with the parent/s and the social worker to ensure that appropriate services and the roles and responsibilities of all parties are clear. The Provider shall identify and assess the risk factors of the biological parents by the use of tools such as the Kempe Family Stress Checklist (Kempe) or another comparable, validated risk assessment tool. The Provider shall also complete the Adolescent- Adult Parenting Inventory 2 (AAPI-2), child development tools such as the Ages & Stages Questionnaire (ASQ), and the Ages & Stages Questionnaire - Social Emotional (ASQ - SE). The initial administering of the Kempe, AAPI-2, and ASQs (or comparable, DHS-approved tools) shall be completed by the Provider within 30 days of the referral or per the tool's guidelines.

All of the assessment tools shall be used in conjunction with the Provider's own observations and interactions with the family to create a comprehensive assessment of the family's needs.

When the development of the FSP is close to completion, the Provider shall schedule and facilitate a live meeting with the parent/s and the social worker. The meeting shall result in a FSP signed by the parent/s, the social worker, and the Provider. If the social worker is not able to be present at the meeting, the social worker may sign the FSP later. The Provider shall document its efforts to include the social worker in the FSP meeting.

- b. Home visiting to the family by the Clinical Specialist (CS), Family Health Specialist (FHS), and Family Support Worker (FSW) in accordance with the FSP and in a seamless, cohesive manner. All disciplines involved shall communicate with each other regarding their interactions with and information about the family. The FSW shall follow up on information and referral activities and child development and family issues.
- c. Completing referrals and providing care coordination for the family by the CS, FHS, and/or FSW, including:
 - 1) Facilitating and participating in the FSP development process.
 - 2) Assisting parent/s in identifying concerns/needs they have about their child/ren and themselves.

- 3) Assisting parent/s in identifying strengths and resources they have within their family.
 - 4) Assisting parent/s in accessing necessary community resources.
 - 5) Coordinating and monitoring service delivery.
 - 6) Coordinating the Multi-disciplinary Developmental Evaluation (MDE) with Early Intervention Services (EIS) and the transition process to EIS, as appropriate and requested.
- d. Short-term interventions for the family for up to six months provided by the CS or another provider, as appropriate, to prepare the family for further and more intensive treatment services.
 - e. Identifying, assessing, and monitoring the developmental status and health care needs of the family by the FHS or another health care provider, as appropriate, through direct intervention and consultation.
 - f. For children with developmental concerns, referrals for appropriate services shall be completed by the FHS as well as participation in the MDE, as requested, and providing on-going monitoring, as needed.
 - g. Promoting positive parent-child interaction and a positive environment for child development.
 - h. Education and training for the family by the CS and the FHS about child development, father involvement, parenting skills, family planning, domestic violence, and therapeutic interventions to strengthen the family; modeling and support of the family in these areas by the FSW.
 - i. Promoting positive child health development, including establishing a primary medical care provider and regular check-ups, completing immunizations, establishing a primary dental provider and regular check-ups, supporting consistent physical hygiene, including oral health, providing nutrition information, and creating a safe child environment.
 - j. Promoting early and on-going prenatal care, as appropriate, for mothers already participating in services with the Provider.
 - k. Implementing creative interventions to connect with families who are difficult to engage in services.
 - l. Participating in and documenting collaborative meetings with the social worker to ensure coordinated service delivery. The frequency and mode of the meetings shall be determined by need.
 - m. Providing budgeting education, as needed.
 - n. Providing transportation assistance, as needed (e.g. directly transporting clients, providing bus passes and bus route information, or providing taxi vouchers).

- o. Assuring that children's services are age and developmentally appropriate.

6. Discharge planning and case closure

The Provider shall have a process of discharge planning for families which will be completed prior to the family's service completion. The discharge plan shall include a process by which any necessary services for the family will be fully transitioned to community providers in order to continue the delivery of services to the family.

The Provider shall also have in place a process for case closure.

7. Satisfaction surveys

The Provider shall send satisfaction surveys to the parent/s (or primary recipient of services) and the social worker within one (1) month after the family's service completion in order to evaluate its program and staff effectiveness.

8. Follow-up contact

The Provider shall attempt follow-up contact with the parent/s six (6) months after case closure to determine whether the family has remained safe and healthy or whether they are in need of additional services. Contact with parent/s (or the primary recipient of services) shall include the following questions:

- a. Are you currently involved with CWS/VCM/FSS?
- b. Do you feel confident about meeting your child/ren's developmental needs?
- c. Do you feel confident about making health care decisions for your child/ren?
- d. Do you need any services to help your family?
- e. What services do you need?

B. Administrative/Management Requirements

1. Experience

The Provider shall have a verifiable history of a minimum of two (2) years within the most recent five (5) years of experience with contracts or projects providing supportive services to children and families, particularly those who are at-risk for sub-optimal health,

for developmental delays, and/or have experienced child abuse, neglect, or threatened harm.

2. Ability

The Provider shall have the necessary abilities, skills, and knowledge relating to the delivery of the contracted services.

3. Personnel

The Provider shall ensure that all staff, volunteers, and contracted personnel have the educational qualifications, work experience, necessary training, and appropriate certification/license, as applicable, to fulfill their job position requirements and provide the contracted service activities.

The recruitment of staff from the specifically contracted geographic area/s is preferred.

The Provider shall assure that:

- a. All staff, volunteers, and contracted personnel are at least 18 years old.
- b. All staff, volunteers, and contracted personnel have experience in working with issues such as child abuse and neglect, domestic violence, and substance abuse and also must be willing to work with parents that may present safety issues. In lieu of experience, they may have training in these areas.
 - 1) A Supervisor shall have a Masters degree and at least two (2) years of work experience in Social Work, Clinical Psychology, Counseling, or Nursing or a Bachelors degree and at least three (3) years of work experience in Social Work, Clinical Psychology, Counseling, or Nursing.
 - 2) A Clinical Specialist (CS) shall have a Masters degree and at least one (1) year of work experience in Social Work, Clinical Psychology, or Counseling and is preferably a Certified Substance Abuse Counselor (CSAC).
 - 3) A Family Support Worker (FSW) shall have a high school diploma or General Equivalency Diploma (GED) with at least two (2) years of work experience with children and families.
 - 4) A Family Health Specialist (FHS) (optional) shall be a Registered Nurse (RN) with a current license to practice in the State of Hawaii and at least one (1) year of work experience as an RN.

If a Provider does not have a FHS in their program, there shall be an established guideline regarding who will provide the FHS service activities described in 2.4 A., Section 2 of this RFP (e.g. other program positions or referrals to appropriate community resources).

- c. If a job applicant does not meet the education, work experience, and/or training qualifications for a specific job position but the Provider still recommends hiring the applicant, a request for a waiver of the qualifications will be submitted to the DHS in writing via email. The request shall include:
 - 1) The name of the applicant and their qualifications.
 - 2) The reason for the Provider's request and their justification for hiring the applicant (e.g. the applicant may not have the required education but may have adequate years of experience and/or training that demonstrates their ability to adequately perform the job position's duties).
 - 3) The Provider's plan for the supervision and training to be provided to the applicant if they were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- d. No job applicant who does not meet the minimum qualifications for a job position shall be hired for work under the contract without written approval from the DHS.
- e. Verification of education, work experience, and certification/license as well as job performance information will be maintained and updated in the staff, volunteers, and contracted personnel files.
- f. The Provider will comply with the following criminal history requirements:
 - 1) The Provider shall conduct an initial criminal history record check and sex offender check as well as submit a consent form to the DHS Licensing Unit for a CWS Central Registry Check for all staff, volunteers, and contracted personnel job applicants who apply to work under the contract, especially those who will be providing direct services as this necessitates close proximity to children.

The Provider shall search www.ecrim.hawaii.gov/ahewa/ (Adult Criminal Conviction Information System, Hawaii Criminal Justice Data Center) and search www.nsopr.gov (National Sex Offender Registry) prior to hiring staff, volunteers, or contracted personnel.

- 2) Conditional employment in a non-direct service position

- may be offered to an applicant for a period not to exceed 30 days pending the receipt of the results of the checks.
- 3) The Provider shall have an established procedure to address any criminal conviction results with an applicant. If after such results have been received and the Provider has discussed the results with the applicant and still recommends hiring the applicant, a request for a waiver shall be submitted to the DHS in writing. The request shall include:
 - a) The name of the applicant and their qualifications.
 - b) The reason for the Provider's request and their justification for hiring the applicant (e.g. the conviction was a misdemeanor which occurred several years before and the applicant's record has been clean since then), including the basis for the determination that such a criminal conviction does not pose a risk to the health, safety, or well-being of children.
 - c) The Provider's plan for the supervision to be provided to the applicant if they were hired.

The DHS shall respond in writing via email asking for more information or approving/disapproving the waiver, including noting any conditions, such as a probationary plan, that need to be implemented in order to hire the applicant.

- 4) The DHS Licensing Unit receives the complete results of the CWS Central Registry Check and sends the Provider a copy of the results which includes only limited information.

If an applicant has a CWS Central Registry history which may/may not pose a risk to the health, safety, or well-being of children, the Licensing Unit will contact the applicant and may work with the applicant and the Provider in gathering more details and reviewing the information. The Licensing Unit shall contact the applicant and the Provider with the results of the review.

- 5) No job applicant with a criminal and/or CWS Central Registry history which may/may not pose a risk to the health, safety, or well-being of children shall be hired for work under the contract without written approval from the DHS.
- 6) All three checks shall be completed again one (1) year after hire and again every two (2) years thereafter.
- 7) The results of all checks and copies of all consent forms shall be maintained and updated in the staff, volunteers, and contracted personnel files.

See "CRIMINAL HISTORY RECORD CHECK

STANDARDS and PROTECTIVE SERVICES CENTRAL
REGISTRY CHECK STANDARDS (Revised 4/18/13)",
Section 5 of this RFP.

- g. Staff demonstrates willingness to work with others, including clients coping with multiple issues.

4. Training

- a. The Provider shall have in place both an initial and an annual training plan for staff, volunteers, and contracted personnel which shall identify the specific trainings to be provided and the time frames in which they will be provided. The initial trainings shall be completed before staff, volunteers, and contracted personnel may provide direct services to the children without direct supervision.
- b. A FSW already trained on how to administer the Kempe would be allowed to continue to administer the Kempe to families.
- c. A training record shall include the training topics completed, the length of the trainings, the trainings completion dates, and the trainings facilitators and will be maintained and updated in the staff, volunteers, and contracted personnel files.

5. The Provider shall have a process for hearing and resolving grievances of staff, volunteers, and contracted personnel.

6. Client files

- a. Client files shall be kept per family with child/ren and parent/s information kept together. Files shall contain basic client information such as name, gender, birthdate, race/ethnicity, address, phone number, marital status, as applicable, language spoken and any LEP concerns, and any physical/mental conditions or special needs. Files shall also contain a copy of the Family Support Plan, all applicable assessments and reports, and any other documentation, such as case notes and service referrals, regarding child/ren and parent/s.
- b. Files shall be maintained for all clients served by the program during the period they are receiving services.
- c. Files shall be kept strictly confidential.
- d. The Provider shall retain client files for six (6) years after the last service date.

7. Reporting requirements for program and fiscal data

- a. The Provider shall be responsible for the following required program reports:

- 1) The Provider shall complete the monthly Client Eligibility List (CEL) and Quarterly Activity Report (QAR) in the formats provided by the DHS. The Provider shall report individual information about the children served as well as the number of children served, service units completed, program activities completed, accomplishments of the program objectives and outcomes, problems encountered, any program recommendations, and proposed future activities. The QAR shall also document any staffing changes.
 - 2) The CEL shall be submitted to the DHS via email by the 15th of the month following the reporting period. The QAR shall be submitted to the DHS by the last day of the month following the reporting period.
- b. Required fiscal reports:
- 1) The Provider shall complete the annual Budget and monthly Expenditure Report in the formats provided by the DHS. The Provider shall summarize its annual projected program and personnel expenditures as well as report the expenditures of contract funds received during the reporting period. The reports shall also list other sources of funding used for the contract, the amounts, and how they were expended, and document all staff and contracted personnel that work under the contract.
 - 2) The annual Budget shall be due by April 30 of the current fiscal year for the following fiscal year. The Expenditure Report shall be submitted by the 15th of the month following the reporting period.
- c. See Attachments, Section 5 of this RFP for samples of the program and fiscal reports.

8. Output and performance and outcome measurements

- a. The Provider shall maintain the capacity to deliver services throughout the contract term as specified in the Performance Measurement Forms A, B, and C, Section 2 of this RFP.
- b. The effectiveness of the contract shall be evaluated according to the utilization of the services, the numbers of the various service activities provided, and the outcomes achieved.
- c. Unless otherwise agreed to in writing, the number of clients to be served and the numbers of the various service activities to be provided shall change in proportion to any funding changes.
- d. See the Performance Measurement Forms A, B, and C at the end of this Section 2 of this RFP.

9. Quality assurance and evaluation specifications
 - a. The Provider shall maintain throughout the contract term a system of self-appraisal for on-going evaluation of the performance effectiveness and quality of its program services.
 - b. The evaluation process shall use credible and tested measurement tools or instruments.
 - c. The Provider shall collect data on the impact of services on the child/ren and parent/s including identifying indicators of change, which are relevant to outcomes.
 - d. The Provider shall include a process for implementing improvements and taking corrective action based upon the evaluation's findings.
 - e. The Provider shall provide a copy of its evaluation documentation to the DHS upon request.

10. Insurance requirements (see 1.4, General Conditions, Section 1 and #2. Special Conditions, Section 5 of this RFP)
 - a. The Provider shall maintain throughout the contract term the following insurance coverage:
 - 1) General Liability Insurance of no less than \$1 million per occurrence and \$2 million annual aggregate for bodily injury and property damage.
 - 2) Automobile Liability Insurance of no less than \$1 million per accident for any auto, non-owned autos, and hired autos.
 - 3) Professional Liability Insurance (Errors and Omissions) of no less than \$1 million per claim and \$2 million annual aggregate.
 - b. The State of Hawaii shall be named as an additional insured on the Certificate of Insurance.
 - c. The Provider shall include any subcontractor as additional insured under its policies or provide to the DHS separate Certificates of Insurance and endorsements for each subcontractor. Any subcontractor shall comply with the same insurance requirements as the Provider.
 - d. The DHS reserves the right to amend insurance requirements in order to maintain all contracts in compliance with the most current State requirements.

11. Hawaii Compliance Express (HCE)

The Provider shall be compliant with all statutes and administrative rules. Per HRS §103D-310(c), HRS Chapter 103F, and HAR §3-120-112, the Certificate of Vendor Compliance

provided by the HCE is acceptable verification of the Provider's good standing as a vendor doing business in the State of Hawaii. The Provider shall be an HCE member with compliant status.

12. All contracts shall be monitored by the DHS in accordance with requirements set forth by HRS Chapter 103F. Ongoing contract monitoring shall include review of program and fiscal reports and periodic assessment of service delivery and program effectiveness. In addition, annual contract monitoring may include site visits with a comprehensive evaluation of several areas, including review of the Provider's compliance with contractual requirements, agency personnel files, client files, and accounting practices.

C. Facilities

The Provider shall obtain and maintain adequate facilities for the satisfactory delivery of the contracted services. The facilities shall meet American Disabilities Act (ADA) requirements, as applicable, and provide any special equipment necessary for service provision. The facilities shall be operational by the contract start date.

The facilities shall be in compliance with all applicable, State and County building, fire, safety, and health codes relating to construction, building maintenance, and sanitation.

2.5 Compensation and Method of Payment

The Provider shall comply with HRS Chapter 103F, Purchases of Health and Human Services Cost Principles (see the SPO website) in the development of its budget and its expending of contract funding.

Unless otherwise proposed and agreed between the Provider and the DHS, the pricing structure for these services is as checked below. The pricing structure may be revised by mutual agreement throughout the contract term.

- ☒ Cost reimbursement where the State pays the Provider up to a maximum annual contract amount for budgeted costs actually expended in the delivery of contracted services.
- ☐ Fixed rate cost where the State pays the Provider up to a maximum annual contract amount a service unit rate for the delivery of a set number of service units.
- ☐ Base cost/Fixed rate cost combination where the State pays the Provider a base cost (a % of the maximum annual contract amount) for operations plus a fixed rate cost for delivered units (up to a % of the maximum annual contract amount).

— Negotiated rate where the State determines a set number of service units needed and negotiates with the Provider a delivery cost for the service units. The cost divided by the number of units needed determines a service unit rate.

A. Units of service

The units specified in Performance Measurement Forms A, B, and C are relevant to service delivery and capacity.

B. Method of compensation and payment

A monthly invoice shall be submitted in a format specified by the DHS. The invoice shall be submitted by the 15th of the month following the reporting period. See Section 5 of this RFP for a sample of the invoice.

Payments shall be made after receipt and preliminary approval of an invoice, reports, and any other documents required by the DHS. All client costs shall be supported by documentation indicating who services were provided to, when services were provided, and what services were provided.

C. The Provider shall not require any additional fees for services provided through this contract without the prior approval of the State.

D. The Provider shall not use funds received through this contract for services and costs for which it received compensation from other State, federal, or other sources.

FORM A: PEOPLE TO BE SERVED

PEOPLE TO BE SERVED	Annual Goals Proposed # to be served Unduplicated	
	DHS Projection	Applicant's Projection
1. CWS referral for a child less than one year of age	25% of total # of families to be served	
2. CWS referral for a child one to three years of age	25% of total # of families to be served	
3. VCM referral for a child less than one year of age	22.5% of total # of families to be served	
4. VCM referral for a child one to three years of age	22.5% of total # of families to be served	
5. FSS referral for a child less than one year of age	2.5% of total # of families to be served	
6. FSS referral for a child one to three years of age	2.5% of total # of families to be served	
7. Total families/children served (Total from estimated # to be served for the Applicant's proposed geographic area from Section 2.4, B., 7., b. of this RFP).		

FORM B: SERVICE ACTIVITIES

SERVICE ACTIVITIES	Annual Service Goals	
	DHS Projection	Applicant's Projection
1. # of families seen by a Registered Nurse (if applicable)		
2. # of families seen by a Clinical Specialist		
3. # of families seen by a CSAC (if no Clinical Specialist)		
4. # of children identified with a delay and referred to Early Intervention Services		
a. Medical		
b. Dental		
c. Vision		
d. Hearing		
e. Mental health		
f. Educational		
5. # of children referred for Fetal Alcohol Spectrum Disorder treatment		
a. Child zero to one years of age		
b. Child one to two years of age		
c. Child two to three years of age		

FORM B: SERVICE ACTIVITIES

SERVICE ACTIVITIES	Parents/ Families new in the quarter (1)	Parents/ Families new YTD (2)	Parents/ Families continuing to the next quarter (3)	Total families served YTD (4)
6. a. # of mothers referred to OB/GYN for prenatal care				
b. # of mothers referred to OB/GYN for postnatal Care				
7. # of parents referred for substance abuse treatment				
a. # of mothers referred for drug abuse				
b. # of mothers referred for alcohol abuse				
c. # of fathers referred for drug abuse				
d. # of fathers referred for alcohol abuse				
8. # of parents referred for anger management				
a. # of mothers				
b. # of fathers				
9. # of parents referred for domestic violence				
a. # of mothers				
b. # of fathers				
10. # of parents referred for mental health treatment				
a. # of mothers				
b. # of fathers				
11. # of families referred to BESSD				
12. # of families referred to agencies (not BESSD) for assistance with food, shelter, income, child care, etc.				
13. # of families referred to Hawaii Public Housing Authority				

FORM B: SERVICE ACTIVITIES**Note:**

The assessment tools listed below or a comparable DHS-approved tool shall be used. If a comparable tool is proposed, full justification for the tool's use as well as a comparison to the listed tool shall also be provided.

ASSESSMENTS AND OTHER TOOLS THAT MEASURE CLIENT PROGRESS AND EVALUATE THE EFFECTIVENESS OF THE SERVICES PROVIDED	Families new in the quarter (1)	Families new YTD (2)	Families continuing to the next quarter (3)	Total families served YTD (4)
1. # of families given the AAPI-2				
2. # of families given the AAPI-2 with improved scores				
3. # of families given the ASQ				
4. # of families given the ASQ - SE				
5. # of families given the Kempe pre- assessment for risk factors				
6. # of families given the Kempe post- assessment with a reduction in risk factors				
7. # of families given the Kempe post- assessment with no reduction in risk factors				

FORM C: OUTCOMES

OUTCOMES (For biological families and children served by the Provider)	ANNUAL ACHIEVEMENT OF PROPOSED OUTCOMES						
	Proposed annual % achieved	% of new families (1)	# of new families (2)	% of carryover families (3)	# of carryover families (4)	% of total families (5)	# of total families (6)
1. Families with no new report of abuse/neglect during the time of Home Visiting Services	90%						
2. Families with no new confirmed report of abuse/neglect during the time of Home Visiting Services	100%						
3. Children in foster care with no new report of abuse/neglect during the time of Home Visiting Services	90%						
4. Children in foster care with no new confirmed report of abuse/neglect during the time of Home Visiting Services	100%						
5. Children in foster care reunited with their biological family	80%						
6. Families meeting the healthcare needs of their children through:							
a. Medical doctor (PCP)	95%						
b. Current immunizations per American Academy of Pediatrics guidelines	95%						
c. Compliance with doctor recommendations	95%						

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing the Proposal Application:

- *The Proposal Application (SPOH-200A) may be found on the SPO website (see 1.2 Website References and 1.9 A. Forms/Formats, Section 1 of this RFP). However, the website form will not include items specific to this RFP. If using the website form, the Applicant shall include **all** of the items listed in this Section 3.*
- *The Applicant is **strongly encouraged to review the evaluation criteria** in Section 4 of this RFP when completing the Application.*
- *A written response shall be required for **each** item in the Application unless otherwise indicated. Failure to answer any of the items shall affect the Applicant's score.*
- *The Applicant shall include a Table of Contents in the Application (see Table of Contents, Section 5 of this RFP).*
- *In the Application the numerical outline, titles/subtitles, the Applicant's name, and the RFP number in the top right hand corner of each page shall be retained. However, the red instructions may be deleted.*
- *12 point font size shall be used.*
- *1 inch margins shall be used.*
- *Page numbering of the Application shall be consecutive beginning with Page One (1) and continuing through for each section (see Table of Contents, Section 5 of this RFP).*
- *The Application may be submitted in a three ring binder.*
- *Tabbing of sections of information is recommended.*

The Proposal Application is comprised of the following sections. The DHS prefers that the Applicant limits the number of pages for the narrative portion of each section to the recommended number below but encourages the Applicant to include any information the applicant deems necessary even if the limits are exceeded (required attachments are not included):

- | | |
|---|-------------------|
| • <i>Proposal Application Identification Form</i> | <i>(1 page)</i> |
| • <i>Table of Contents</i> | <i>(2 pages)</i> |
| • <i>Program Overview</i> | <i>(1 page)</i> |
| • <i>Experience and Capability</i> | <i>(15 pages)</i> |
| • <i>Project Organization and Staffing</i> | <i>(8 pages)</i> |
| • <i>Service Delivery</i> | <i>(15 pages)</i> |
| • <i>Financial</i> | <i>(5 pages)</i> |
| • <i>Other</i> | <i>(2 pages)</i> |
| ○ <i>Litigation</i> | |

3.1 Program Overview

No points are assigned to Program Overview. The intent of this section is for the Applicant to provide the evaluators with a brief overview of the Applicant's mission, the program and services being proposed, and the goals and objectives of the proposed service activities considering the assessed needs and available resources of the specified geographic area.

3.2 Experience and Capability (11 points)

A. Necessary Skills (5 points)

The Applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services. The Applicant may provide service outcome reports and letters of community support. Reports/letters shall be attached to the Application.

B. Experience (5 points)

The Applicant shall have a minimum of two (2) years of verifiable experience within the most recent five (5) years that are pertinent to the service activities detailed in Section 2 of this RFP.

The Applicant has provided information demonstrating the ability and experience of providing services to meet the needs of different individuals, cultures, and communities including individuals who identify as LGBTQ, have Limited English Proficiency (LEP), and/or have physical limitations.

The Applicant shall provide the following information regarding each of its pertinent contracts/projects listed:

1. Contract/project identification number.
2. Contracting agency.
3. Name of contact person, phone number, email address, and mailing address of the contracting agency.
4. Title and a brief description of the service.

This shall document that the contract(s) are pertinent to the service activities detailed in this RFP.

The DHS reserves the right to verify the Applicant's experience.

C. Facilities (1 point)

The Applicant shall provide the street address/es of its facilities, a description of its facilities, and demonstrate its/their adequacy in relation

to the proposed services. The Applicant shall also detail how the facilities meet ADA requirements and describe any special equipment that may be required to deliver the proposed services.

If the facilities are not presently available, the Applicant shall provide detailed plans regarding how the facilities will be secured/prepared to allow for service delivery by the contract start date.

3.3 Project Organization and Staffing (15 points)

A. Staffing

1. Proposed staffing (5 points)

The Applicant shall describe in detail a reasonable staffing pattern, client/staff ratio, and caseload capacity appropriate for the delivery of the proposed services. The Applicant shall justify the proposed staffing pattern taking into account the numbers of people to be served and the levels of service activities to be provided. The Applicant shall list the positions for all management and fiscal staff proposed as full-time or part-time employees under the contract. See Performance Measurement Forms A and B, Section 2 of this RFP, as applicable.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

2. Staff Qualifications (4 points)

The Applicant shall provide position titles and descriptions that include the minimum qualifications (education and experience) for each staff position budgeted to the contract directly, including back-up staff for direct service staff. Position titles shall match the titles listed on the organization charts detailed below. The Applicant shall also provide clear documentation that all staff has the necessary certifications and licenses, as applicable, to deliver the proposed services. The minimum qualifications must meet the minimum personnel requirements detailed in Section 2 of this RFP and be sufficient to ensure quality program/service delivery.

The Applicant shall have program accommodations to provide services to a multicultural and multilingual population, including immigrants. Staff shall have experience in providing services to this population.

Staff shall also be familiar with the range of community services available for the target population.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

B. Project Organization

1. Supervision and training (5 points)

The Applicant shall describe its ability and a plan to **supervise, train**, and provide administrative direction to staff relative to the delivery of the proposed services.

2. Organization charts (1 point)

The Applicant shall describe in detail its **approach and rationale** for the structure, functions, and staffing to effectively accomplish the proposed service activities and tasks. The Applicant shall also provide:

- a. An Organization-Wide Chart showing where the proposed program fits within the Applicant's agency.
- b. A Program Specific Chart that details for each staff position budgeted to the contract:
 - 1) The position title
 - 2) The minimum qualification level (e.g. high school diploma, Bachelor's degree, Master's degree)
 - 3) The full-time equivalency (FTE) to the program
 - 4) The lines of authority/supervision

The Organization-Wide and Program Specific Charts shall both be attached to the Application. The position titles in the charts shall match the titles in the position descriptions noted above.

Note: If the Applicant proposes the use of subcontracting, the Applicant shall also include the above information for the proposed subcontracted staff.

3.4 Service Delivery (65 points)

The Applicant shall describe in detail a clear and practical approach to the service activities and delivery and the management requirements described in Section 2 of this RFP, including a fully completed Work Plan detailing all service activities and tasks, work assignments and responsibilities, and timelines/schedules. A

sample Work Plan format shall be included as an Attachment in the RFP posting on the SPO website.

Note: It shall not be acceptable for the Applicant to simply repeat language in the RFP when addressing the specific service activities and tasks.

The Applicant shall address the following items listed in the Work Plan:

A. Direct Service Plan Provision (40 points)

1. The Applicant shall provide a detailed information on its referral and case closure process including, but not limited to:
 - a. How client referrals will be received and processed.
 - b. How the client and the DHS will be notified of the program's response to the referral.
 - c. How the client will be discharged from the program
 - d. How client cases will be closed
 - e. How the client and the DHS will be notified of the discharge from services and case closure
2. The Applicant shall provide a detailed, comprehensive, and practical plan for the delivery of services in the areas specified below:
 - a. Assessment and evaluation of referred clients including, but not limited to, assessment of client strengths and areas of improvement.
 - b. Development of a service plan with the client including, but not limited to, utilizing relevant services activities and establishing realistic client goals and outcomes.
 - c. Delivery of the proposed service activities.

B. Coordination of Services (5 points)

The Applicant shall provide information that demonstrates its capability of coordinating with the DHS to establish for the client agreed upon services, common service goals, agreed upon outcomes and other agencies/community resources to meet the needs of the target population.

The Applicant shall also demonstrate its active collaborative capability of working with other community agencies/resources to meet the client's needs, as applicable. Verification letters, meeting minutes, with attendees, or other documentation of participation shall be attached to the Application.

C. Performance Measurement Forms A, B, and C (5 points)

The Applicant shall propose reasonable numbers and percentages for the items not specified in Forms A and B. Clear justifications shall be provided for the proposed numbers. The DHS shall have the final determination regarding the numbers for each contract.

D. Quality Assurance and Evaluation (10 points)

The Applicant shall describe a detailed plan for quality assurance, evaluation, and improvement, including **methodology, instruments, and timelines** for the proposed services.

The Applicant shall describe its internal review process to ensure conformance with specified contract requirements, the Administrative Assurances, adequate accounting practices, accurate record keeping and maintenance of agency files, accurate tracking of performance/outcome measures, and program effectiveness. The Applicant shall outline a process for implementing positive changes from the quality assurance data collected to ensure on-going quality service delivery.

E. Grievance and Dispute Resolution Procedures (5 points)

The Applicant shall provide a policy and procedure to positively address grievances/disputes between the client and the Provider, the DHS and the Provider, and other community resources and the Provider.

3.5 Financial (9 points)**A. Pricing Structure: Proposed Budget (8 points)**

1. The Applicant shall submit a clear, detailed budget utilizing the pricing structure designated by the State purchasing agency in Section 2 of this RFP. The budget shall fully support the delivery of the proposed services.

Note: The Applicant is advised that, for budgeting purposes, there are insurance requirements and auditing requirements under this contract. See General Conditions and Special Conditions, Section 5 of this RFP.

2. The Applicant shall fully complete and submit all required budget information using the forms listed below. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. All budget forms shall be attached to the Application.

SPO-H-205:	Budget
SPO-H-206A:	Personnel- Salaries and Wages <i>Must include all scheduled pay raises.</i>
SPO-H-206B:	Personnel – Taxes, Assessments, Fringe
SPO-H-206E:	Contractual Services – Administrative
SPO-H-206F:	Contractual Services – Subcontracts
SPO-H-206H:	Program Activities
SPO-H-206I:	Equipment Purchases
SPO-H-206J:	Motor Vehicles

Note: The Applicant shall review HRS Chapter 103F Cost Principles for Purchases of Health and Human Services for allowable expenditures. Travel for training purposes, Interisland Travel, and Out-of-State Travel are not allowed unless approved by the DHS.

Note: Only contract Awardees shall be required to submit the following additional budget forms at a later date as part of the contracting process, including, but not limited to:

SPO-H-205A:	Organization-Wide Budget by Source of Funds
SPO-H-205B:	Organization-Wide Budget by Programs
SPO-H-206G:	Depreciation (as applicable)

3. All budgeted costs (personnel and non-personnel) shall be appropriate considering the service activities and tasks to be accomplished. The Applicant shall clearly explain how it verified that all budgeted costs are reasonable and comparable to similar costs in the community. The Applicant's budget shall be in compliance with any applicable laws, regulations, and rules.
4. The Applicant shall provide a clear and separate budget for the administrative costs, not to exceed 15% of the annual funding amount, and justify the costs. If the Applicant has a federally-approved indirect rate, the Applicant shall provide the approval letter and the general categories used to determine the federal rate. The Applicant must submit an administrative cost budget despite the Applicant's approval for the federal rate. The Applicant may use the general categories from the federal rate but the Applicant's indirect costs for this contract must not exceed 15%.

The Applicant shall submit the administrative costs budget using the budget forms listed above. All budget forms, instructions, and samples are located on the SPO website. See 1.2 Website Reference, Section 1 of this RFP. The administrative costs budget,

federally-approved indirect rate approval letter, and general categories used to determine the federal rate shall be attached to the Application.

B. Other Financial Related Materials: Financial Audit (1 point)

In order to determine the adequacy of the Applicant's accounting system as described under HAR, the Applicant shall submit its most recently completed Financial Audit, including any management letters that accompanied that audit. The Financial Audit and letters shall be attached to the Application.

3.6 Other

A. Litigation

The Applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.

B. Administrative Assurances

The Applicant shall sign a copy of the Administrative Assurances in Attachment H, Section 5 of this RFP. The signed Assurances shall be attached to the Application.